

Enrollment No: _____ Exam Seat No: _____

C.U.SHAH UNIVERSITY

Summer Examination-2018

Subject Name: Quality Health Care Management

Subject Code : 5MS02QHM1

Branch: PGDHHCM

Semester : 2

Date : 27/04/2018

Time : 10:30 To 01:30

Marks : 70

Instructions:

- (1) Use of Programmable calculator and any other electronic instrument is prohibited.
 - (2) Instructions written on main answer book are strictly to be obeyed.
 - (3) Draw neat diagrams and figures (if necessary) at right places.
 - (4) Assume suitable data if needed.
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SECTION – I

Q-1 Write the full forms of following: (07)

- a. NABH
- b. ISO
- c. JCI
- d. ISQUA
- e. NRHM
- f. RSBY
- g. UNDP

Q-2 Attempt all questions (14)

- A Suggest a Structured Patient Safety Program for a Hospital. 7
- B Describe the system of Clinical Audit in detail. 7

OR

Q-2 Attempt all questions (14)

- A How an Organization can show Professionalism in management of affairs of the Hospital? Describe. 7
- B Describe a Hospital's Biomedical Equipment Management System 7

Q-3 Attempt all questions (14)

- A What are the Human Resource Requirements of a Multispecialty Tertiary Care Hospital? Describe. 7
- B Describe an Appraisal System that you will use to evaluate the performance of employees in the Hospital 7

OR

Q-3 A How will you ensure confidentiality, integrity and security of patient's records in the Hospital? Describe. 7



B What do you mean by drug Dispensing, Drug Administration and an 'Adverse Drug Event' ? Describe. 7

SECTION – II

Q-4 Attempt the Following questions (07)

- a Write the Full Form of Abbreviation: NPSP
- b Write the Full Form of Abbreviation: NLEP
- c Write the Full Form of Abbreviation: RNTCP
- d First disease to be eradicated from India is?
- e Second disease to be eradicated from India is?
- f Headquarters of WHO is in?
- g Write the Full Form of Abbreviation: INC

Q-5 **Attempt all questions** (14)

- A What is FMEA (Failure Mode and Effect Analysis)? Describe. 7
- B What are Job Description and Job Specification? Compare. 7

OR

- Q-5 A What is a Notifiable Disease? Give names of Notifiable Diseases you know 7
- B Describe the Radiation Hazards. How you will ensure safety for your employees in the Hospital from Radiation Hazards? 7

Q-6 **Attempt all questions** (14)

- A Describe the process of Root Cause Analysis 7
- B Describe the process of SWOT Analysis 7

OR

Q-6 **Attempt all Questions**

- A Describe what is 'Turn Around Time'. What is the specific definition for 'Turn Around Time' with respect to Blood Bank, Radiology and Lab Services. 7
- B What is Accreditation? Write a brief note on NABH 7

